

**Australian** *Flexible Learning* **Framework**  
supporting e-learning opportunities



**NSW LearnScope 2007**

**Tourism Hospitality:ED (THED 07)  
Team application form**

# NSW LearnScope 2007 Team application form Cover Sheet

|   |   |                     |                          |                               |        |       |
|---|---|---------------------|--------------------------|-------------------------------|--------|-------|
| <b>Submitting/<br/>supporting<br/>Registered Training<br/>Organisation:</b> | Illawarra Institute of TAFE   |                     |                          |                               |        |       |
| <b>Contact person's<br/>name for this<br/>application:</b>                  | Steven Parker   |                     |                          |                               |        |       |
| <b>Contact person's<br/>position in the<br/>organisation :</b>              | Teaching and learning resource development administrator                  |                     |                          |                               |        |       |
| <b>Contact person's<br/>email address:</b>                                  | Steven.parker@tafensw.edu.au  |                     |                          |                               |        |       |
| <b>Contact person's<br/>phone number:</b>                                   | 0422 902 812 – 02 4229 0575   |                     |                          |                               |        |       |
| <b>Organisation's<br/>postal address:</b>                                   | PO Box 1223 Wollongong  |                     |                          |                               |        |       |
| <b>Organisation's<br/>physical address:</b>                                 | Teaching and Learning Resource Unit, Building L, Foley's Road, Wollongong |                     |                          |                               |        |       |
| <b>Organisation's<br/>email address:</b>                                    |   |                     |                          |                               |        |       |
| <b>Organisation's<br/>phone number:</b>                                     | 02 4229 0575  |                     |                          |                               |        |       |
| <b>Highlight sector<br/>that your RTO is<br/>from:</b>                      | TAFE  | Private<br>Provider | Enterprise/<br>Corporate | ACE/<br>Community<br>Provider | School | Other |

**Office Use Only:**

|  |  |
|--|--|
| <b>Date Received:</b>                  |  |
| <b>Received By:</b>                    |  |
| <b>Document Tracking Number:</b>       |  |
| <b>Submission Entered Into System:</b> |  |

## 1. 'In a nutshell' : your focus

The Tourism and Hospitality:ED project focus is on:

- Exploring the use of new technologies and action based learning working practices to transfer skills and knowledge across the whole tourism and hospitality faculty through work based learning.
- Exploring new innovative ways of delivering engaging and managing clients using technology in a flexible learning environment.
- Exploring new ways off delivering Personalised learning plans for delivery of flexible on the job training that can be customised to meet both learner and employer/industry needs.
- Exploring strategies to improve the efficiency of assessment being undertaken by staff.
- Empowering mentors to share learning and innovation across the faculty and institute.

THED 07 builds upon the success of past learnscope projects, THED 06 participants now act in a mentoring role for teachers new to elearning. (<http://thed.wikispaces.com>)

The project will connect Tourism & Hospitality staff and students with Event management, Commercial Cookery and Meat and Allied Services.

The project is sustainable in the long term as part of a whole of faculty work based learning initiative. This will enable teachers the time and resources to learn new online communication technologies and face to face action learning practices to share learning and trade pedagogical practices.

The project also links the VTE client/learner into the work based learning process leading to learning outcomes.

The project team will explore a variety of technologies to engage the client within the classroom and workplace. These technologies include but not limited to PDA's, Web 2.0 technologies; blogs, wikis, video blogging, moblogging... The tools will be used to develop skills to capture a variety of media to enable student's to build their own eportfolio. This can be used for assessment, RPL, and gaining feedback from industry/ employers.

The aim is for THED to link to alumni as part of a learning and professional community beyond TAFE and build future connections with industry.

## 2. 'Learning across our lives' : your community of learners and context

The teachers and clients come from rural and metropolitan areas. Potential clients in skill shortage areas include, trainees, existing worker trainees and mature age workers. Meat and Allied Services staff will in particular be engaging learners from industry through work absed learning and assessment using a range of technologies. The project involves 8 x full time teachers and 3 x part time teachers

### **Tourism and Hospitality Events Management - Wollongong**

The events management team are currently utilising their elearning skills in the classroom and are now keen to act in a cross campus mentor role for staff new to elearning.

Website: <http://thed.wikispaces.com>

- Rob Long, Teacher
- Jayne Bachelor , Teacher
- Jeannie McCrae, Teacher
- Dominic Burriel , Teacher
- Bjorn Ulfsson , Teacher

### **Teaching and Learning Resource Unit (TLRU)**

All sub-teams will be supported by Teaching and Learning Resource Unit (TLRU) staff that have extensive resources and experience in elearning.

- Steven Parker, Project manager

- Joanna Kay, Facilitator
- Les Tasker, Facilitator

#### **Meat and Allied Services sub-team (meat:ED) – West Wollongong**

The Meat:ED project leads on from the TOL2 Access to New Technologies project exploring a range of elearning strategies to enhance both classroom and workplace based delivery. Over the THED 07 project the teachers will mentor other THED participants in work based delivery and assessment and strengthen their own skills in elearning and mentoring using technologies.

Website: <http://learnscope07.wikispaces.com/Meat+and+Allied+Services+Team>

- Terry Bush, Head teacher
- Robert Vaartjes, Teacher
- Russell Dimond, Teacher

#### **Tourism and Hospitality Commercial Cookery- Nowra, Bega and Wollongong**

The commercial cookery team have no previous elearning experience but are now ready to incorporate technologies in the kitchens with the full support of mentors from learnscope 06.

- Rino Colecchia, Teacher
- Greg Hodges, Teacher
- Mark Brownlie, Teacher

Importantly **John Boss the faculty director has offered full support for the THED 07 project** this is critical to strategically enable the lateral transfer of innovation across the faculty and Institute beyond 2007.

In addition to the core team, participants will share their learning with a range of stakeholders such as the Illawarra Institute environmental strategy E-networks project, Librarians Institute management, the Business Development Unit as well as other Institute learnscope teams and faculties via senior staff and other forums.

In particular Industry bodies including the National Meat Industry Training Advisory Council Limited (MINTRAC) will be invited to provide feedback and input on the strategies and resources developed by meat:ED team members.

### **3. 'What's working well; let's grow it' : building on skills and strengths**

Learnscope 07 funding will help the faculty move forward and capitalise upon their strengths by further growing a mentor pool to draw from beyond 2007. The

*'The Tourism and Hospitality Events Management team have broad-based industry expertise. In 2006 the Learnscope team explored the use of Social software and Web2.0 as part of our teaching practice. **You can check out the outcomes of our 2006 work at** <http://thed.wikispaces.com>*

*The THED network is now an open global discussion forum of educators that includes educational innovators such as Leigh Blackall from Otago polytechnic in New Zealand and industry innovators such as Ken Burgin from Profitable Hospitality*

*To expand we want to extend our focus to Leadership and cross campus mentoring in flexible learning practices and further develop capabilities across the Institute.*

*As part of our mentoring strategy to move this forward we will document and share flexible learning processes and session plans to be utilised and adapted by the other sections.*

*Currently we are having great success with using blogs, wikis, video, mp3s and podcasting and digital cameras with students in the Wollongong teaching and learning section, they're showing us how to make the technology work!*

Rob Long – THED 06 coordinator, Tourism and Hospitality Events Management

### **4. 'Rewire or rust': capability development focus**

Each teaching section has communicated the capabilities they would like to develop as part of this learnscope project: and these include:

- **Workplace delivery and assessment:** Exploring strategies to improve the efficiency of assessment of clients being undertaken by staff from the **Meat and Allied Services section**.
- **Personalised learning plans:** Responding to an identified need within **Meat and Allied Services section** for delivery of flexible, on the job training that can be customised to meet both learner and employer/industry needs.
- **E-learning strategies: Commercial cookery** new innovative ways of delivering and managing clients using technology, in particular video to enhance both classroom and workplace based delivery in the kitchen.
- **Participatory pedagogy and e-portfolios: Event management** student's moblogging and, taking an active role in reflecting on their learning through developing their own personal digital media using Web 2.0 tools that reflects their learning in how to run an event. This will form an E-portfolio.
- **CLAMS.**

In order to achieve these stated aims (Which may change over time) the team will go through a capability development process:

**Team - Project establishment - F2F Action learning workshop**

Team members will engage in a facilitated action learning workshops to scope the project, clarify team expectations, the work based learning model and timeframes. Each team member will:

- Take part in a skills audit through audio recording. This will take part at the start and the end of the project as part of the learnscope reporting process
- Develop a personalised learning plan based on their individual learning needs
- Familiarise with the project spaces for accessing and linking to resources and reporting on their work based learning
- Develop capability in the use of appropriate technology based on their stated learning needs
- Mentors will be identified to support and collaborate with individuals in implementing the use of these technologies in the work place.

**Team - Communications technology - F2F Action learning workshop**

- Team member will take part in action learning workshop which trains them in using the THED 07 communication technologies, Adobe Connect Web Conferencing & the THED Google Group Forum.

**Team – Ad hoc meetings and informal support – Online and F2F**

- The team can access ongoing informal support and take part in conversation with other tourism and hospitality professionals as part of ad hoc online or face to face meetings.

**Individual – Client engagement with ongoing informal support - Online and F2F**

- Individuals are asked to apply and critically reflect on their learning in work activities, to achieve client learning outcomes within day to day classroom or workplace with support from TLRU and mentors

**Team - Mid-Project progress workshop - Online and F2F Action learning workshop**

Team members will engage in a facilitated action learning workshop to share learning, trade pedagogical practices, critically reflect on learning and debrief on presenting at elearning07.

**5. 'A blinding flash of obvious' : justify your proposed project**

This project aligns to the following key focus areas on the Illawarra Institute Strategic Directions for 2005-2007 in the following areas:

*Our community:*

- By assisting individuals to achieving lifelong learning goals and career aspiration which contribute to community and industrial development

*Our customers:*

- By ensuring responsiveness to our customers needs by delivering products and services to enhance learning and skill development and highlight new possibilities in the area of recognition services provided by educational staff.
- The project will focus on technologies that will assist us to improve recognition services to clients and provide them with new and exciting methods that can be used to record individual evidence of existing and newly developed skills.

*Our Market:*

- By ensuring responsiveness, relevance and quality of our products and services by addressing and responding to market needs through research and skill development of educational staff and clients.

*Our Staff*

- Enabling staff to achieve their full potential by encouraging the development of expertise in new technologies to meet organisational and customer needs.

*Our Processes*

- Developing delivery, assessment and recognition processes to enhance our existing support of core business at a campus/faculty level.
- As a result of research and development of technological skills as a tool for the collection of student evidence for recognition and assessment the team will be in a stronger position to promote recognition as a positive experience and enhance opportunities for staff and students to engage in recognition processes are part of our core business.
- The Faculty Unit and Faculty Director will have direct involvement in the direction, goals and outcomes of this project. To further support Faculty involvement we have included the BA&IT Coordinator of Learning Initiatives as a permanent member on our team.

## **6. 'Real outcomes for real learners' : engaging your clients/learners**

The THED project actively involves clients or learners as part of the work based learning process to incorporate e-learning into achieving learning outcomes.

The event management section is exploring *participatory pedagogy and e-portfolios using mobile technology with students...*

*'Our Event management student's will be moblogging this year as part of the life based learning trend, students taking an active role in reflecting on their learning as they go through the learning process capturing and sharing photos of preparing the event and building their eportfolio...'*  
*Bjorn Ulfsson Teacher Tourism and Hospitality*

All Clients/learners will benefit from the THED 07 project through developing their own personal digital media they can build an E-portfolio for RPL and employment...

In trialling of elearning strategies teachers will also be asked to record (video, audio, images and text) student feedback to ensure that projects meet the broad needs of clients to present as evidence of real outcomes at the end of the project.

In addition it is planned to compile a class of 2007 student DVD with media, photos, video and audio that reflects the students time at TAFE. Importantly the DVD will connect alumni's to teachers and future students.

Importantly the Meat:ED will explore streamlining the assessment process for clients using technology (Mobile CLAMS, Wireless Connectivity, Web Conferencing) and in consultation with representatives from Industry bodies including the National Meat Industry Training Advisory Council Limited (MINTRAC).

## **7. 'Relationships really matter': knowledge sharing**

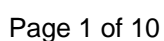
The THED 2007 project provides an opportunity to refine cross campus collaboration and processes to distribute the ongoing innovation and share the learning, team members will:

- Discuss and document their personal learning plans via their personal blog or wiki and publish audio video and photos as part of work based learning
- Document best practice and create session plans and learning exemplars as part of their work based learning and upload to the Tourism and Hospitality resource repository
- Be encouraged to share learning through forum discussion via the THED Google group and EdNA forums
- Raise awareness and engage the wider Tourism and Hospitality Faculty community
- The project facilitator will ensure the team members personal learning spaces are linked to the THED wiki and co-ordinate presenting the project at elearning07.
- The Faculty director will invite others within the faculty and community to review the teams work and provide constructive feedback and for critical reflection enabling opportunity for knowledge sharing outside the Faculty/ Institute
- At the close of the project a faculty showcase will occur to highlight the THED 07 individual achievements, staff, management and industry representatives will see demonstrations of using the technology with hands on mentoring and the opportunity to ask questions of the team.

**8. Project budget (add rows as required)**

| Items  | LearnScope \$ Contribution  |              | RTO \$ Contribution  |              |
|--|---|--------------|--|--------------|
| Salaries:  |   |              |  |              |
| Project Manager  | 40 hrs @ \$75   | 3000         | 20 hrs @ 75  | 1500         |
| Project Facilitator  | 40 hrs @ \$75   |              |  | 3000         |
| Project participants, Time for Meetings and Mentor/Coaching                              | 5 Action Learning Workshops (3 f2f; 2+ online) – 2 hrs/mtg<br>Individual mentor/coaching, learning & reflection   |              |  |              |
| 8 x full time teachers and 3 x part time teachers  | 8 x 15hrs @ \$75<br>2 x 30hrs @\$75   | 9000<br>4500 | 8 x 15hrs @\$75 (PD time)<br>30 hrs @\$75  | 9000<br>2250 |
| Non Salary items:  |   |              |  |              |
| eLearning07 registration cost \$100 pp   |   | 200          |  | 200          |
| Travel costs to attend one day regional LearnScope event                                 |   | 500          |  | 500          |
| Travel & Accommodation for f2f Action Learning Mtgs (Bega, Goulburn, Nowra team members) |   | 300          |  |              |
| Meeting costs including catering and equipment hire                                      | Catering f2f meetings (morning tea; lunch)<br>11 people x 3 x \$30  | 910          | Equipment and Room Hire<br>3 f2f meetings<br>Mentor/coach sesions                      | 1000         |
| Guest speakers/mentors   | External guests/coach<br>Ken Burgin – <a href="#">T&amp;H industry innovator</a><br>Leigh Blackall – <a href="#">Educational Technologist &amp; Innovator</a><br>Peter Enderby – T&H Flexible Learning Leader | 1000         | TLRU support 3hrs per team member (11 x 3hrs @\$75)                                    | 2475         |
|  |   |              |  |              |
| Total  |   | 19410        | NOTE – RTO contribution must be equal to or greater than the LearnScope funding sought | 19925        |

Exploring new innovative ways of delivering engaging and managing clients using technology in a flexible learning environment, Learnscope 07 taking it forward across the faculty, institute and into the community...



## Participants Bios

<http://learnscope07.wikispaces.com/Tourism+and+Hospitality>

### Faculty director approval

Both John Boss (Assistant FD) and I fully support this project.

Regards

Jenny Thompson

#### **Faculty Director**

Human Services, Tourism & Hospitality

TAFE NSW - Illawarra Institute

Phone: (Faculty Office) 42 95 2100

Phone: (Direct) 42 95 2244

Fax:42 95 2288

I approve and support this project.

It will further develop the ICT and multimedia skills of T&H staff at Wollongong Campus.

It is envisaged that efficiencies produced from this project will flow on to the faculty and delivery of our practical hospitality programs.

Regards

#### **John Boss**

Acting Assistant Faculty Director

Human Services, Tourism & Hospitality

TAFE NSW - Illawarra Institute

Phone: (Faculty Office) 42 95 2100

Phone: (Direct) 42 95 2244

Fax:42 95 2288

**All applications must be received by  
5 pm, Friday 16 March 2007**

1. Email application to [nsw.learnscope@det.nsw.edu.au](mailto:nsw.learnscope@det.nsw.edu.au)
2. A hard copy, post-marked by the closing date, must also be sent to the address below. This copy must include the original signed Organisation Statement of Support (template following)

***NSW LearnScope Management Team***  
**ICVET**  
**Locked Bag 53**  
**Darlinghurst 2010**

ORGANISATION STATEMENT OF SUPPORT

---

As CEO (or deputy) of

---

*(Organisation name)*

I support the attached **2007 NSW LearnScope Team Application** submitted by  
<project contact person's name>.

The project aligns with this organisation's Business Plan and flexible learning imperatives. Its strategic approach to professional development will enable < **insert RTO name** > to play a significant role in meeting the organisation's objectives.

**Name** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Position** \_\_\_\_\_

**Phone** \_\_\_\_\_

**Fax** \_\_\_\_\_

**Email** \_\_\_\_\_

**Date** \_\_\_\_/\_\_\_\_/2007

CHECKLIST

---

**Do not send this page with your application.**

Please use this checklist to ensure that you have addressed all the requirements of the application:

|          | <b>Have I addressed the following?</b>   | <b>YES</b> | <b>NO</b> |
|----------|--|------------|-----------|
| <b>1</b> | I have read the 2007 NSW LearnScope Guidelines   |            |           |
| <b>2</b> | I have attached a cover sheet to each copy of my project proposal  |            |           |
| <b>3</b> | I have all questions on the <b>Application Form</b>  |            |           |
| <b>4</b> | I have included a signed statement of endorsement from the CEO of my organisation.   |            |           |
| <b>5</b> | I have emailed my application by <b>5pm Friday 16 March 2007</b> to <a href="mailto:nsw.learnscope@det.nsw.edu.au">nsw.learnscope@det.nsw.edu.au</a>   |            |           |
| <b>6</b> | I have posted a copy of my application and Letter of Endorsement by 5pm Friday 16 March 2007, to:<br><b>NSW LearnScope Management Team</b><br><b>ICVET</b><br><b>Locked Bag 53</b><br><b>Darlinghurst 2010</b> |            |           |